

Adopted Policies

Supportive Services/Needs Based and Incentives Payment Policy

Background

Workforce Investment Act (WIA) regulations allow WIBs to establish limits on the provision of supportive services or provide the WorkSource Centers and Youth Contractors with the authority to establish such limits, including a maximum amount funding and maximum length of time for supportive services (including needs based payments) to be available to customers. Procedures may also be established to allow WorkSource centers to grant exceptions to the limits established under this provision.

Additionally, WIA regulations mandate that post-employment follow-up services must be made available for a minimum of 12 months after registered customers are placed into unsubsidized employment. Follow-up services may include supportive services, provided the services are clearly documented in a registered customers case file.

I. Supportive Services

Definition:

Supportive services are customer services that are necessary to enable WIA eligible individuals, who cannot afford to pay for such services, to participate in authorized WIA activities. For Youth participants such activities must correspond to the 10 WIA Elements for Youth Programs. Examples of such services include but are not limited to:

- Child care and dependent care for dependents of customer
- Clothing—Adequate clothing to allow customer to wear appropriate work attire while participating in WIA activities and during job interviews
- Housing—Temporary shelter, housing assistance and referral services
- Linkages to community services—Alcohol/drug/gang intervention counseling, drop-out prevention, pregnancy prevention, money management, tutoring or other purposes
- Referrals to medical services—Referral services to appropriate medical service providers
- Transportation—Expenses for commuting to and from WIA activities such as public transportation fare, carpool arrangement or gas for personal auto
- Other—Services which are consistent with these policies and justification is maintained in the customer's file. Examples include but are not limited to the following: uniforms or work-related tools, including such items as eye glasses and protective eye gear which may be needed for participating in WIA activities and/or employment, materials for individuals with disabilities, meals, and needs related payments.

SUPPORTIVE SERVICES POLICY

1. Supportive services may be provided only when necessary for enabling an individual to participate in WIA activities, and may be made available at any level of service.
2. Supportive services must be provided to all youth participants for a minimum duration of 12 months.

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3. Supportive services can be provided to customers who cannot obtain supportive services through other programs or partner agencies providing such services.
4. No funding limit is placed on supportive service costs with the exception of needs based payments (see below); however, the costs must be reasonable, necessary, and allowable under federal guidelines.
5. Supportive services may be received throughout the period that the customer is enrolled in WIA and up to a maximum of 12 months after exiting (excluding needs based payments).
6. Supportive services must be documented in a customer's file and include justification for supportive services, amount of planned funding, and verification that services were received.

II. NEEDS BASED PAYMENTS

Needs-based payments are supportive services in the form of monetary assistance necessary to enable individuals to participate in an eligible WIA activity. Needs-based payments are provided through cash assistance or arrangement with another human resource agency.

NEEDS BASED PAYMENTS POLICY

1. Needs based payments may be provided to participants in the WIA Adult or Dislocated Worker programs during the entire length of time that a customer utilizes a WIA training program or unpaid work experience, but may not be continued after the customer exits the program. Needs based payments may be provided to WIA Youth participants at any level of the provision of WIA Youth services during the entire length of time that a Youth participant remains in the WIA Youth program. Needs-based payments are not an allowable post-employment/post-exit follow-up service.
2. Needs based payments must be documented in a customer's file and include justification for services, amount of planned funding, and verification that services were received.
3. Eligibility for needs based payments:
 - a. Adults must be unemployed; not qualify for UI or have ceased to qualify for UI; and be enrolled in a program of training services under WIA.
 - b. Dislocated workers must be unemployed and not be qualified, or have ceased to qualify, for UI or trade readjustment allowance, and be enrolled in a program of training services under WIA.
 - c. All WIA Youth participants may receive need-based payments. An urgent need for such payments must be demonstrated and documented in the participant's file.

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4. Limits on payments
 - a. For adults, establish that the maximum is the current minimum wage for every hour of documented participation in WIA classroom training. Payment may not exceed the applicable weekly level of the UI.
 - b. For dislocated workers, payments must not exceed the greater of the following two levels:
 - i. For customers who were eligible for UI as a result of a qualifying dislocation, payment may not exceed the applicable weekly level of the UI. Payment is based on every hour of documented participation in WIA classroom training.
 - ii. For customers who did not qualify for UI as a result of a qualifying layoff, the weekly payment may not exceed the poverty level for an equivalent period. Payment is based on every hour of documented participant in WIA classroom training.
 - c. For Youth, the maximum needs-based payment is \$1,200 per participant per year.
5. A participant may not receive needs-based payments for either post employment or post exit follow-up services as he/she is no longer participating in an eligible WIA activity, but may still receive all other support services for up to 12 months after exiting the program.

WorkSource Centers will not include supportive services or needs based payment costs in their cost per entered employment figures (CPEE). Historically, both supportive services and needs based payments were included in this calculation. Consequently, the CPEE was higher, and there was less incentive to provide these services. By removing supportive services and needs based payment costs from the CPEE calculation, WDD expects the WorkSource Centers to be more willing to provide these services.

III. Incentive payments (Youth Only)

Incentive payments are funds paid to WIA Youth participants in the form of cash based on attendance, successful performance, or completion of a WIA activity that leads to attainment of a goal as identified in the participant's Individual Service Strategy. Such payments are intended to provide participants with an incentive to remain in the activity; or with a reward for good performance.